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ABSTRACT

A system and method is described for providing concierge-like services to individuals requesting such services comprising a pool of operators agents capable of receiving the request for concierge-like services and generating an electronic ticket representing such request and a pool of fulfillment agents capable of receiving the electronic ticket and engaging in such action as necessary to fulfill the request. The agents are networked to directory assistance and concierge databases and to third-party providers of concierge services to facilitate the process.